

This report is filtered

Only show: Response Submitted between January 1, 2019 and December 31, 2019 (inclusive)

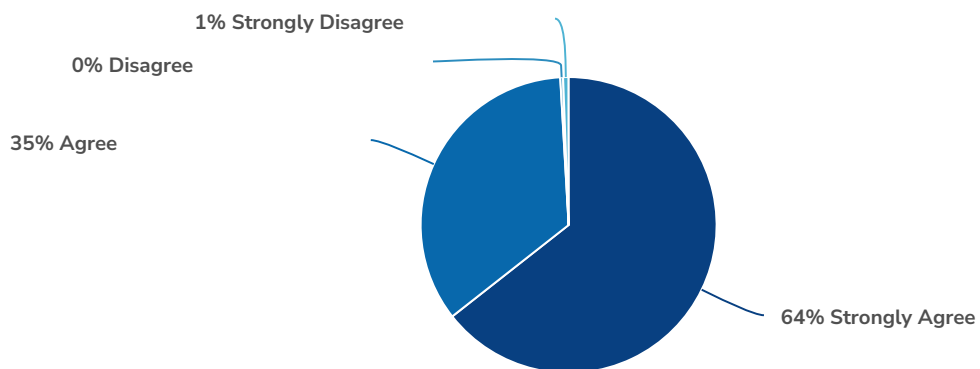
# Report for Health Department Feedback

## Response Counts



Totals: 325

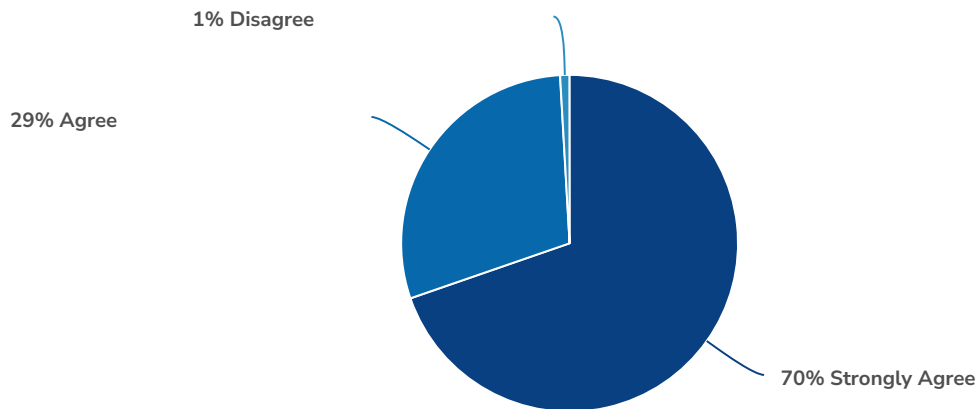
## 1. I was satisfied with the service provided



| Value             | Percent | Responses |
|-------------------|---------|-----------|
| Strongly Agree    | 64.4%   | 208       |
| Agree             | 34.7%   | 112       |
| Disagree          | 0.3%    | 1         |
| Strongly Disagree | 0.6%    | 2         |

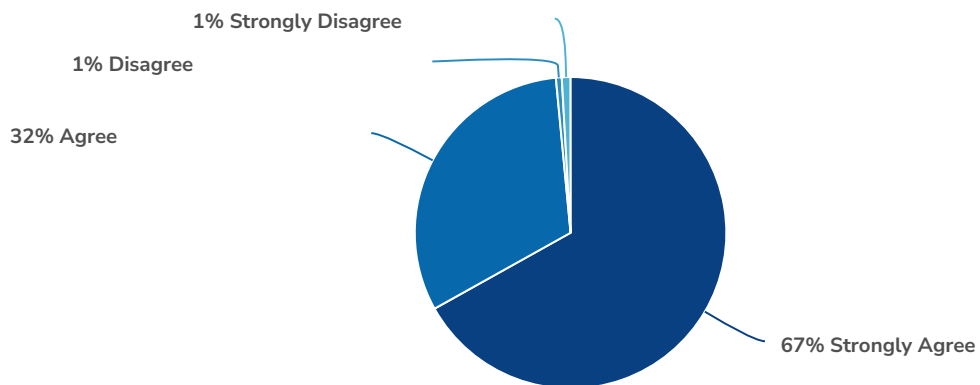
Totals: 323

## 2. Staff was helpful and professional



| Value          | Percent | Responses          |
|----------------|---------|--------------------|
| Strongly Agree | 69.7%   | 225                |
| Agree          | 29.4%   | 95                 |
| Disagree       | 0.9%    | 3                  |
|                |         | <b>Totals: 323</b> |

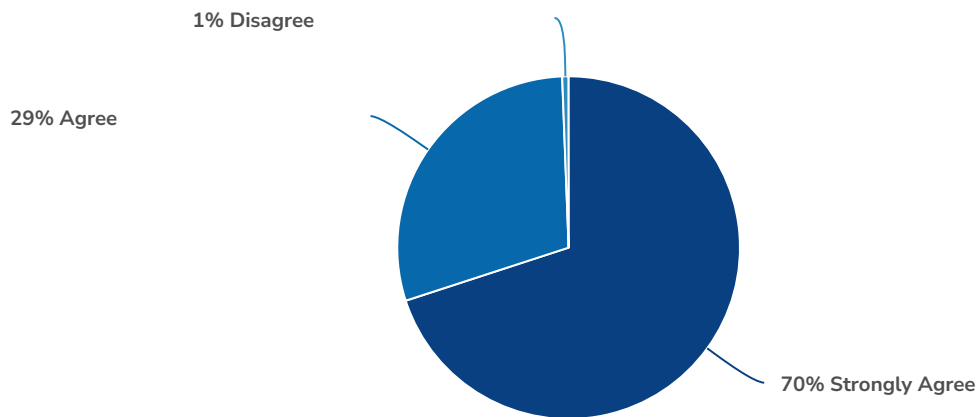
### 3. I was able to receive the services I was looking for



| Value             | Percent | Responses |
|-------------------|---------|-----------|
| Strongly Agree    | 66.9%   | 216       |
| Agree             | 31.6%   | 102       |
| Disagree          | 0.6%    | 2         |
| Strongly Disagree | 0.9%    | 3         |

Totals: 323

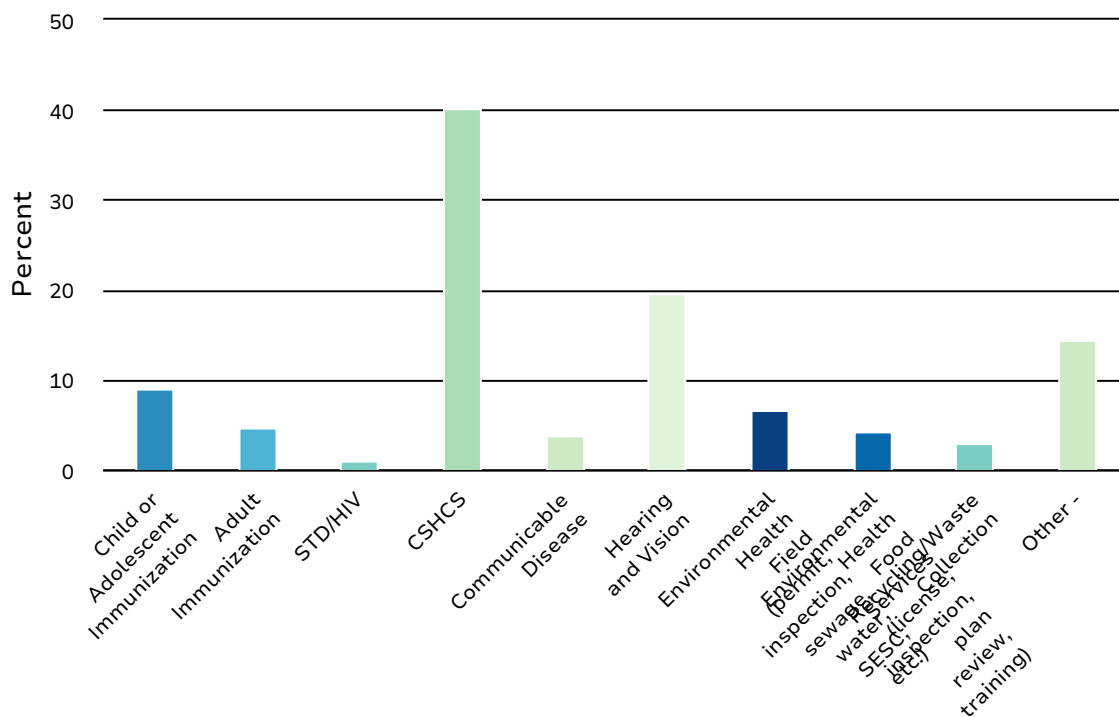
#### 4. Staff was knowledgeable in the service I was seeking and understood my needs



| Value          | Percent | Responses |
|----------------|---------|-----------|
| Strongly Agree | 70.0%   | 226       |
| Agree          | 29.4%   | 95        |
| Disagree       | 0.6%    | 2         |

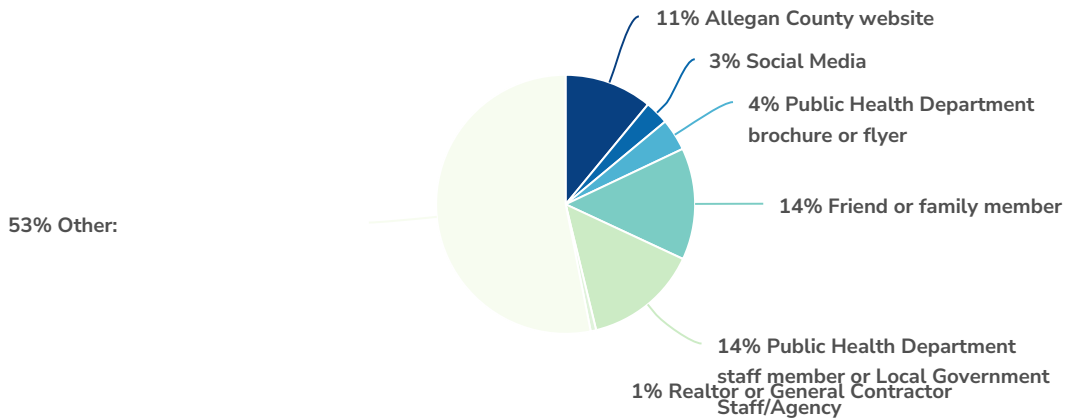
Totals: 323

5. During your most recent visit with the Allegan County Public Health Department, what program(s)/service(s) did you receive? (check all that apply)



| Value   | Percent | Responses |
|---|---------|-----------|
| Child or Adolescent Immunization  | 9.1%    | 27        |
| Adult Immunization  | 4.7%    | 14        |
| STD/HIV   | 1.0%    | 3         |
| CSHCS   | 40.3%   | 120       |
| Communicable Disease  | 4.0%    | 12        |
| Hearing and Vision  | 19.8%   | 59        |
| Environmental Health Field (permit, inspection, sewage, water, SESC, etc.)      | 6.7%    | 20        |
| Environmental Health Food Services (license, inspection, plan review, training) | 4.4%    | 13        |
| Recycling/Waste Collection  | 3.0%    | 9         |
| Other -   | 14.4%   | 43        |

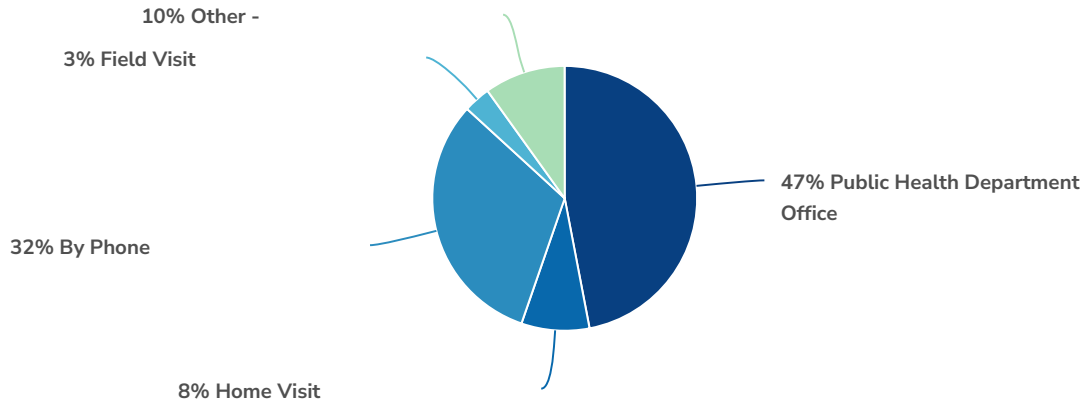
## 6. Where did you learn about our available services?



| Value  | Percent | Responses |
|--|---------|-----------|
| Allegan County website   | 11.0%   | 33        |
| Social Media   | 3.0%    | 9         |
| Public Health Department brochure or flyer                             | 4.0%    | 12        |
| Friend or family member  | 14.0%   | 42        |
| Public Health Department staff member or Local Government Staff/Agency | 14.3%   | 43        |
| Realtor or General Contractor  | 0.7%    | 2         |
| Other:   | 53.2%   | 160       |

Totals: 301

## 7. Where did you receive your service(s)?



| Value                           | Percent | Responses |
|---------------------------------|---------|-----------|
| Public Health Department Office | 47.0%   | 142       |
| Home Visit                      | 8.3%    | 25        |
| By Phone                        | 31.5%   | 95        |
| Field Visit                     | 3.3%    | 10        |
| Other -                         | 9.9%    | 30        |

Totals: 302

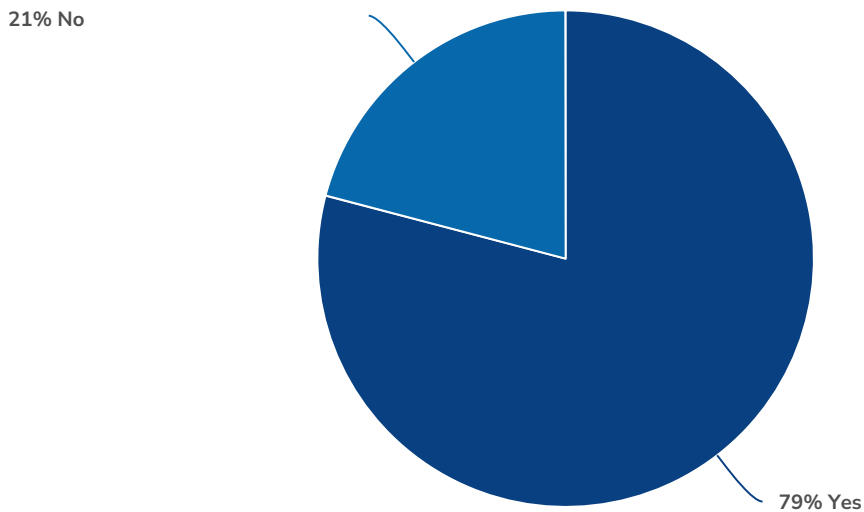
8. Please indicate if you agree or disagree with each of the following statements by circling the number under your response. If you disagree with any of the statements below, please help us understand how we can improve by providing a comment under "What can we do to improve?" below.



|  | Strongly Agree | Agree       | Disagree  | Strongly Disagree | Responses |
|--|----------------|-------------|-----------|-------------------|-----------|
| Staff were friendly.<br>Count<br>Row %   | 226<br>77.1%   | 66<br>22.5% | 1<br>0.3% | 0<br>0.0%         | 293       |
| The service(s) I received were delivered promptly.<br>Count<br>Row %                       | 213<br>72.7%   | 78<br>26.6% | 2<br>0.7% | 0<br>0.0%         | 293       |
| Staff were respectful.<br>Count<br>Row %   | 232<br>79.5%   | 59<br>20.2% | 1<br>0.3% | 0<br>0.0%         | 292       |
| The process to schedule my appointment/visit was convenient and helpful.<br>Count<br>Row % | 192<br>75.0%   | 62<br>24.2% | 1<br>0.4% | 1<br>0.4%         | 256       |
| The wait time for the service(s) I received was appropriate.<br>Count<br>Row %             | 191<br>71.5%   | 73<br>27.3% | 2<br>0.7% | 1<br>0.4%         | 267       |
| The services I received met my social, cultural, and/or special needs.<br>Count<br>Row %   | 199<br>72.6%   | 73<br>26.6% | 0<br>0.0% | 2<br>0.7%         | 274       |
| Staff took the time to listen to my concerns.<br>Count<br>Row %                            | 215<br>75.4%   | 68<br>23.9% | 1<br>0.4% | 1<br>0.4%         | 285       |
| The office hours met my needs.<br>Count<br>Row %   | 198<br>72.8%   | 71<br>26.1% | 2<br>0.7% | 1<br>0.4%         | 272       |
| The facility or setting was comfortable for receiving services.<br>Count<br>Row %          | 186<br>74.1%   | 65<br>25.9% | 0<br>0.0% | 0<br>0.0%         | 251       |

|  | Strongly Agree | Agree       | Disagree  | Strongly Disagree | Responses |
|--|----------------|-------------|-----------|-------------------|-----------|
| I would recommend Allegan County Health Department to my friends and family.<br>Count<br>Row % | 216<br>74.7%   | 70<br>24.2% | 2<br>0.7% | 1<br>0.3%         | 289       |
| Current technology within the Health Department meet our citizens' needs.<br>Count<br>Row %    | 190<br>69.3%   | 72<br>26.3% | 8<br>2.9% | 4<br>1.5%         | 274       |
| <b>Totals</b><br>Total Responses   |                |             |           |                   | 293       |

9. Did staff offer you information about other services and resources that may be available to you?



| Value | Percent   | Responses |
|-------|-----------|-----------|
| Yes   | 79.1%<br> | 212       |
| No    | 20.9%<br> | 56        |

Totals: 268

10. What are we doing well? (Please be specific)



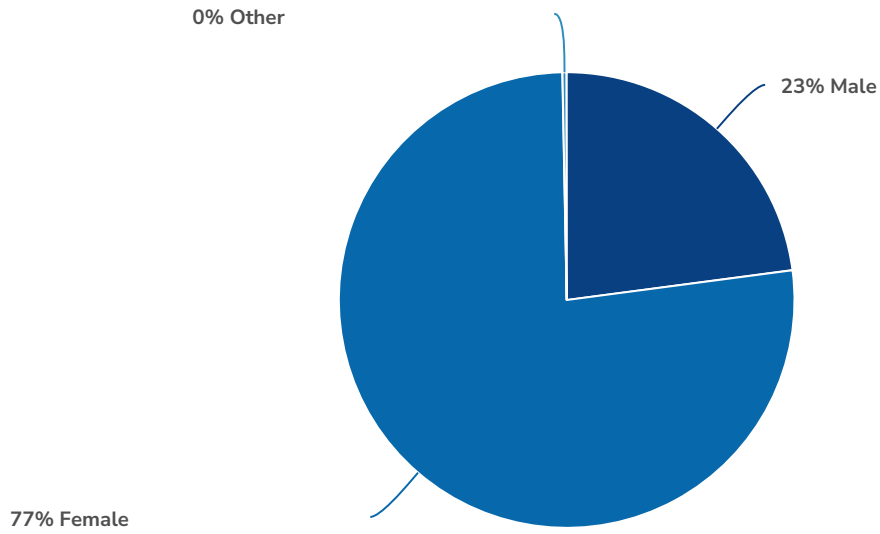
11. What can we do to improve? (Please be specific)



12. Additional Comments (ie. recognition of staff, service delivery, product or changes needed)

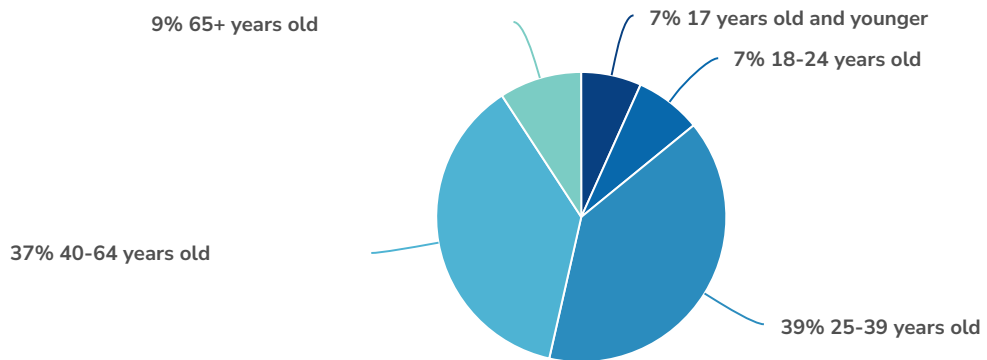


13. What is your gender?



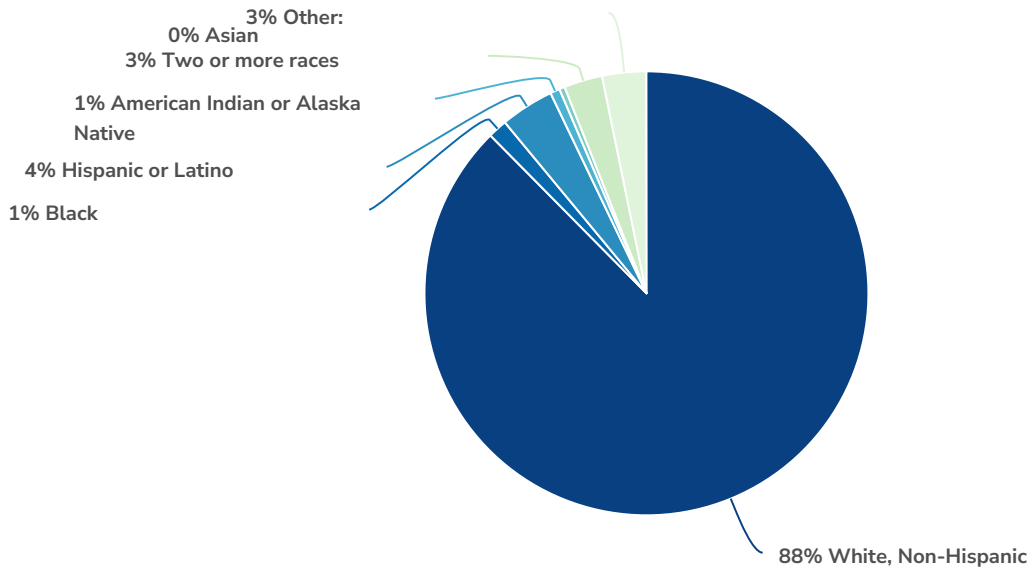
| Value  | Percent | Responses          |
|--------|---------|--------------------|
| Male   | 22.9%   | 66                 |
| Female | 76.7%   | 221                |
| Other  | 0.3%    | 1                  |
|        |         | <b>Totals: 288</b> |

14. What age group are you in?



| Value                    | Percent | Responses          |
|--------------------------|---------|--------------------|
| 17 years old and younger | 6.7%    | 19                 |
| 18-24 years old          | 7.4%    | 21                 |
| 25-39 years old          | 39.4%   | 111                |
| 40-64 years old          | 37.2%   | 105                |
| 65+ years old            | 9.2%    | 26                 |
|                          |         | <b>Totals: 282</b> |

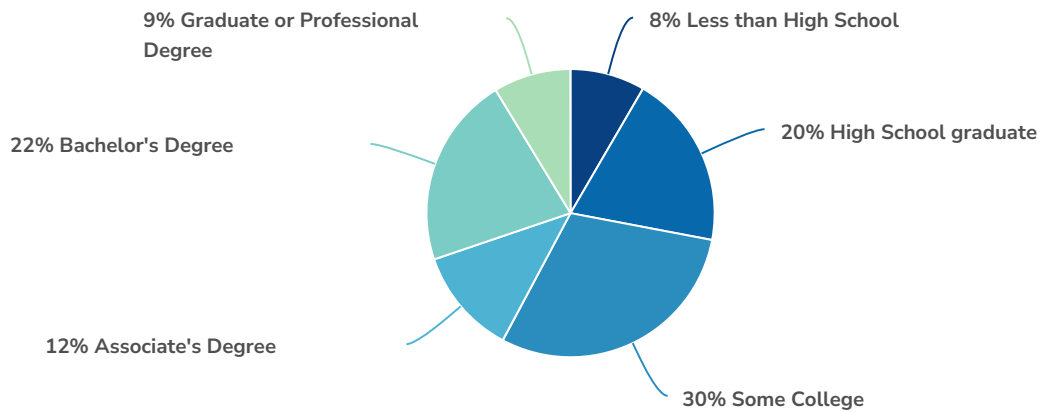
15. What race do you associate with?



| Value                            | Percent | Responses |
|----------------------------------|---------|-----------|
| White, Non-Hispanic              | 87.6%   | 247       |
| Black                            | 1.4%    | 4         |
| Hispanic or Latino               | 3.9%    | 11        |
| American Indian or Alaska Native | 0.7%    | 2         |
| Asian                            | 0.4%    | 1         |
| Two or more races                | 2.8%    | 8         |
| Other:                           | 3.2%    | 9         |

Totals: 282

16. What is the highest level of education you completed?

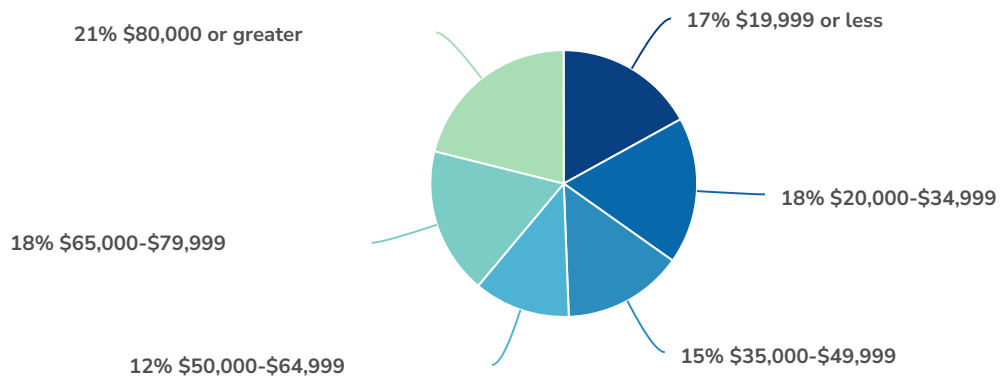


| Value                           | Percent | Responses |
|---------------------------------|---------|-----------|
| Less than High School           | 8.4%    | 23        |
| High School graduate            | 19.6%   | 54        |
| Some College                    | 29.8%   | 82        |
| Associate's Degree              | 12.0%   | 33        |
| Bachelor's Degree               | 21.5%   | 59        |
| Graduate or Professional Degree | 8.7%    | 24        |

Totals: 275

### 17. What is household income range are you in?

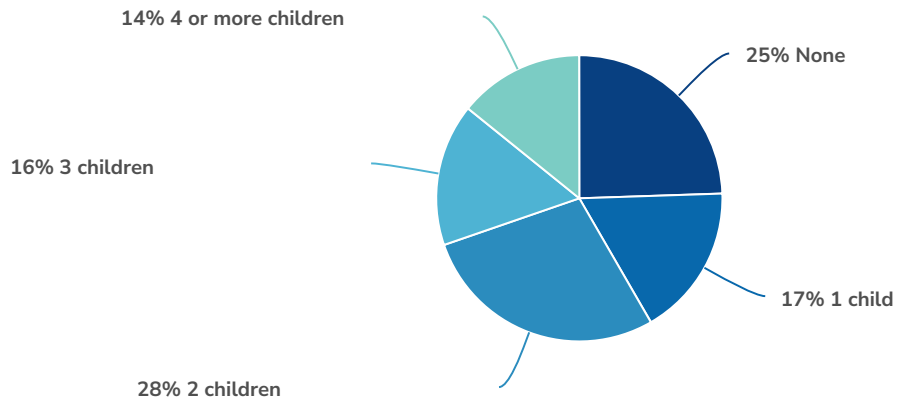




| Value               | Percent | Responses |
|---------------------|---------|-----------|
| \$19,999 or less    | 17.0%   | 42        |
| \$20,000-\$34,999   | 17.8%   | 44        |
| \$35,000-\$49,999   | 14.6%   | 36        |
| \$50,000-\$64,999   | 11.7%   | 29        |
| \$65,000-\$79,999   | 17.8%   | 44        |
| \$80,000 or greater | 21.1%   | 52        |

Totals: 247

18. How many children under the age of 18 live in your household?



| Value              | Percent | Responses |
|--------------------|---------|-----------|
| None               | 24.5%   | 67        |
| 1 child            | 17.2%   | 47        |
| 2 children         | 28.1%   | 77        |
| 3 children         | 16.1%   | 44        |
| 4 or more children | 14.2%   | 39        |

Totals: 274